

Enhance Your Employee Training



We bring valuable training to your team.

- ◆ Enhance communication
- ◆ Improve employee engagement
- ◆ Remove productivity barriers
- ◆ Retain your high performers
- ◆ Build team morale
- ◆ Increase group effectiveness
- ◆ Achieve team goals
- ◆ Strengthen your business

Call today to schedule contract training for your staff!



Workforce Training Program



All classes can be instructed remotely on Zoom. Please let us know if this is your preference.



Why choose Contract Training?

- ◆ Workshops include our coordination of logistics, instructor(s), media and materials.
- ◆ Pick a topic you've seen offered, and schedule it just for your team.
- ◆ You decide what your current needs are, and we will take care of the rest!
- ◆ Workshops are taught by instructors with professional expertise and passion for teaching.
- ◆ Training takes place at your business or on the FVCC campus at a time that works for you.
- ◆ We can tailor examples and scenarios for your environment or industry.
- ◆ The FVCC Workforce Training team will help you ensure the training transfers back to your workplace, setting your staff up for successful implementation of what they learned.

Jodi Smith serves as the Workforce Training Director in the FVCC Continuing Education Center with her Master of Education degree in Human Resource Development. Passionate about developing others, she is responsible for coordinating business and professional development workshops, as well as working with organizations to meet their needs for customized training. Jodi previously worked in human resources for Vanderbilt University & Medical Center and locally for Glacier Bancorp, Inc. She serves as a board member for the Flathead Valley Chapter of the Society for Human Resource Management (SHRM) and is a member of the local Job Service Employer's Committee. She is a graduate of Leadership Flathead Class of 2000 and Leadership Montana Class of 2010.



Contact Jodi Smith, M.Ed. | 406.756.3833 | jsmith@fvcc.edu



Leverage Talent Diversity

Learn to:

- ◆ Understand how individual differences can impede clear communication
- ◆ Recognize and adapt to the thinking or behavioral preferences of others
- ◆ Improve the dynamics of your team by considering how different styles relate to one another

What to expect:

- ◆ An online or in-class assessment questionnaire prior to or during the training
- ◆ Certified and/or experienced instructors in the particular assessment
- ◆ A lively and fun seminar format with opportunities for group discussion

Thinking Styles at Work: HBDI

Instructed by Chris Parson | 3 hours
\$400 flat fee plus \$55 per participant
for HBDI self-assessment

The Herrmann Brain Dominance Instrument (HBDI®) is a brain-based assessment of thinking styles which considers how each of us prefers to process information in our own unique way. Assessment is completed online prior to training with a full results packet provided from HBDI®.

Foundations of the Myers Briggs (MBTI)

Instructed by Ayesha Ashley | 3 hours | \$450

Develop a solid understanding of the Meyers Briggs Type Indicator® temperament profiles to help you work better with others, manage your own work and career, and value differences in relationships. A brief assessment will be conducted at the beginning of the session. Other available modules include MBTI & Conflict Management or MBTI & Managers.

Forging Dynamic Relationships: Understanding Yourself and Others

Instructed by Dr. Sam Herbert
One 6-hour session or two 3-hour sessions | \$875

With a focus on serving your customers:

- Learn to recognize the four different dimensions of behavior with a brief DiSC® assessment
- Discover the four triggers that “set people off”
- Develop a common language about how people communicate

Chris Parson is an HBDI®

Certified Practitioner and Director of the FVCC Continuing Education Center. Previously Chris served as Project Director for the FVCC Center for Manufacturing Advancement, Vice President for the Kalispell Chamber of Commerce, Director of the Northwest Small Business Development Center and a Marine Corps helicopter pilot. He brings a very practical approach to HBDI sessions that makes the instrument relevant to our everyday work life and your business environment.



Ayesha Ashley brings to her workshops a very diverse background and expertise gained in over 40 years of developing and delivering effective training modules designed to address specific business challenges. Ayesha is passionate about the insight we can gain by understanding and applying the MBTI.



Dr. Sam Herbert's career has included over 30 years of consulting with both non-profit organizations and businesses for organizational improvement. Dr. Herbert holds professional degrees in clinical psychology, having served many years as a licensed mental health counselor for individuals, couples and families.





Increase Microsoft Office Productivity

Instructed by Allison McCarthy | 3 hours each
\$625/1st session; \$550 for additional sessions

Learn to:

- ◆ Recognize the full capability of Microsoft Office
- ◆ Reduce frustration
- ◆ Increase competency and job satisfaction
- ◆ Expand staff capabilities to present data and information more effectively
- ◆ Increase productivity and efficiency
- ◆ Make greater use of resources that are right at your fingertips

Features:

- ◆ 12-seat u-shaped teaching lab on campus (or 6 socially-distanced stations)
- ◆ Fast paced and content packed session(s)
- ◆ Handout packet with tips and screenshots

Allison McCarthy

brings to her instruction a powerful combination of high energy and practical tools, with overwhelmingly rave reviews, both through her business and as an instructor for the FVCC Continuing Education Center. Allison began her career working for several large corporations in a variety of leadership positions. Since 1995, she has been running her own Flathead Valley management and computer training business, having effectively instructed thousands of people on technical computer, interpersonal and management skills.



Word Level I

Discover the power of word processing and learn tricks to reduce your frustration with Microsoft Word. This class covers many basics, such as keyboard techniques and shortcuts, formatting, cut/copy/paste, the Clipboard, spell check, grammar check and autocorrect. But that's not all...you'll also learn about the Ribbon, Chunks, fluent user interface, normal template, non-printing characters, research function, Quick Access Toolbar, and why all those little icons pop up on your work!

Word Level II

Go beyond the basics and really put Word to work. Save time and improve the look of your documents when you learn how to set margins, tab stops, and indentations, build bulleted, numbered and multi-level lists (and learn how to stop them), add headers and footers, text boxes and photos and use the hanging indent and custom tabs.

Word Level III

This session is designed for business users and "power" home users who are comfortable with Word basics. Learn about tables, sections, forms, templates and macros. Be the expert.

Outlook

This program makes it easy for you to prioritize and control your time. Utilize the full capacity of Outlook to organize your email, tasks, appointments and contacts and link them together. Learn to share your calendar and contacts with others in your work group to maximize resources and make scheduling meetings a snap.

PowerPoint Basics

PowerPoint delivers the easy-to-use features you need to create great-looking presentations and powerfully express yourself, without having the skills of a professional designer. Start with the basics!

Experts suggest that 90% of us only use 10% of our software – but we each use a different 10%. Imagine how efficient our teams would be if we all learned 10% more!



Excel Level I

Explore the basics of spreadsheet functions. Learn shortcuts to assist in data entry, how to create formulas and basic formatting. Instruction will include basic keystroking and selection techniques, creating formulas and absolute cell reference, three important mouse pointer shapes and auto fill and status bar shortcuts.

Excel Level II

Learn the ins and outs of how to print in Excel and how to manage an Excel workbook, including organizing data in a workbook, using cross-sheet formulas and working with multiple sheet books. Leave with many tips and tricks to speed up your layout, linking, formatting and printing. Prerequisite: Excel Level I or some knowledge of Excel including auto fill and absolute cell reference.

Excel Level III

Learn how to create line, column and pie charts and then format and enhance all aspects of the chart. Create more complex formulas, and use the sorting and filtering functions in list management. And trend lines...you'll finally understand what they really are!

Excel Level IV

Take working with lists to the next level! Learn to use advanced filtering to build accurate, duplicate free lists that you can then send to a separate file for emailing. Combine the power of pivot tables with accurate lists to create summary- level reports. Additional topics will include drop down lists and rules, data validation and invalid entry warnings.



Improve Communication, Increase Sales & Enhance Customer Service

Instructed by Lisa Jones & Phil Quigley | 3 hours each | \$450 per session

Learn how to elevate:

- ◆ Communication
- ◆ Marketing/Advertising
- ◆ Workplace Culture
- ◆ Team Building
- ◆ Professionalism



Instructed by Lisa Jones

406 Workforce: Strategies for Success

If a job's worth doing, it's worth doing well. Leave with concrete ideas and skills to:

- Understand your circle of control and influence
- Choose how to present yourself professionally
- Describe your own value
- Listen and question to understand customer needs
- Treat customers with dignity and help them identify solutions
- Positively represent and support your employer
- Describe the value of different generations working together
- Navigate conflict with confidence and grace
- Rejuvenate yourself to be ready for each next day
- Take action on these ideas and skills

406
Workforce

406 Hospitality: Tourism & Guest Service

Customized for tourism-focused businesses and organizations to provide a memorable guest experience, increase length of stays and promote return visits. Enhance the skills of your team to:

- Connect with guests more quickly
- Make life easier for your guests
- Invite guests back, promoting shoulder seasons
- Describe area attractions with flair
- Identify guest concerns and respond quickly
- Resolve challenges with sincerity and optimism
- Maintain your own endurance to prevent service fatigue
- Suggest service innovations for your organization

406
Hospitality



Lisa Jones is the owner of LJ Communications, Inc. Lisa is a communications professional, providing over 25 years of experience in customer service training, strategic planning, marketing communications and public relations. Lisa offers extensive knowledge, unique insight and consistent enthusiasm for both enhancing the customer service experience and supporting the service provider.

Instructed by Phil Quigley

Communicating Up, Down & Across

Discover the techniques of master communicators. Learn how to adapt your message to the dynamics of the situation while winning support for your ideas. Learn an array of practical communication strategies to build mutual alignment and understanding with others, frame your message for maximum impact, and deliver your message clearly, crisply and confidently.

Mastering Difficult Conversations

We live our lives one conversation at a time. In today's high-velocity, results-oriented business world, our success depends on the impact of the conversations we have every day. Each conversation is a crucial element in building and sustaining both personal and professional relationships. But when the stakes are high, emotions build, tempers flare, our ego gets in the way of good judgement and our conversations derail. Learn the tools to deal effectively with life's most challenging and stressful conversations, say what's on your mind and achieve positive outcomes. It's all about communicating best when it matters most.

Generations in the Workplace

Unleash the power that a blended team of Boomers, Gen Xers, Millennials and Gen Zers brings to your organization. Challenge the stereotypes and assumptions that influence our perceptions of each generation, learn how to communicate effectively across generations, and build a vibrant culture that ignites passion, potential and performance. Discover what influences and drives behavior, and focus your energy on positive outcomes.

Negotiate Anything

In life, you don't get what you deserve, you get what you negotiate. Life is a series of negotiations, whether purchasing a car, negotiating a lease, reaching a business agreement, or deliberating with your partner. Effective negotiations is not a zero sum game, and it's not winning through intimidation, manipulation, or obfuscation. Good negotiators understand and respect the needs of both parties, and practice an array of effective communication skills: empathy, listening, advocating, identifying issues, resolving disagreements, proposing mutually acceptable solutions, getting to yes and committing to action.

Selling Fundamentals

No matter how sterling your product or service is, or how talented a communicator you are, you'll never close the deal if you can't explain to your prospects how what you're selling will benefit them. Learn how to earn your clients' business by becoming a trusted partner who can solve their problems and meet their real needs. You'll leave better equipped to develop cost effective solutions that target their most urgent requirements, win their business, and build productive, sustaining and rewarding relationships.



Phil Quigley honed his talent development, coaching and cross-cultural communications skills in the explosive emerging markets of Hong Kong, Korea, China, Singapore, Australia, Indonesia, Taiwan and India, where he spent most of his 14 year career with Yahoo! As Head of Learning and Development for Yahoo! Research and Development in Bangalore, India, his highly successful Emerging Leaders program not only attracted top performers in a brutally competitive marketplace, but prepared future executives for a host of high visibility global assignments.



Jump Start Your Leaders

Instructed by Allison McCarthy | 2 hours each
Half Day/2 topics: \$1,025 or Full Day/4 topics: \$1,750
2 Days/All 9 topics: \$2,850

If you want to:

- ◆ Develop, motivate and retain productive, engaged employees
- ◆ Coach and empower your employees to contribute to organizational objectives



"The single biggest way to impact an organization is to focus on leadership development. There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders and continually develops them."

- John C. Maxwell

JUMP START

 for Supervisors
and Managers

Transition to Supervising

It's difficult to begin supervising a new group. It can be even more challenging if you used to be a co-worker to people you now supervise. This class will focus on laying the groundwork for supervisory success by exploring different management styles, setting appropriate expectations and learning four habits that make a great "boss."

Communication Tools

Whether you are talking to your supervisor, an employee, a member of your family or even your pet, the key to getting your desired result is the ability to communicate well. Learn how thinking and processing styles impact communication, practice listening actively and asking questions effectively, and learn the keys to talking like a performance coach.

Keys to Conflict Management

The number one challenge of most supervisors is handling conflict in their teams and with their staff. This class will equip you with the knowledge and skills to resolve conflicts effectively. We will discuss key elements of conflict resolution and consider multiple techniques for guiding contentious situations to positive outcomes.

A Culture of Accountability

Most of us have experienced the word "accountability" as a punishment for not doing something correctly, on time or up to standards. When laying blame is entrenched in a culture, accountability lurks at the back-end of the process. Learn to lead with accountability at the front end of interactions to clarify goals, establish expectations, build confidence and achieve your desired results. Discover the steps and language of accountability and leave with your action plan for implementation.

Performance Coaching

Do you want to improve the overall performance and productivity of your staff? Do you wish for your employees to enhance their skills and meet performance goals but also find their work rewarding and still respect you? Learn a step-by-step approach to performance coaching. Performance coaching is valuable because it provides much faster feedback than the traditional performance review processes and therefore can produce faster results, often without the need for "negative" feedback or disciplinary actions.

Time Management

There are never enough hours in the day...especially as a supervisor! This class will focus on strategies you can use to maximize your work time to feel productive and reduce stress. We will discuss the art of delegation and also consider time drains that sneak on to every supervisor's calendar.

Taking Charge of Change

Would you like to see change happen more quickly or at least more efficiently in your organization? By understanding typical human reactions to change, you can communicate to reduce misunderstandings and anxiety, help employees accept changes more quickly, and minimize decreased productivity and performance. Understand the cycle of change, discuss attachment to status quo, learn strategies for communicating change and improve your personal change skills.

Creating Strong Teams

The best way to get the most from your staff is to form a cohesive unit that works together for the benefit of the organization. Easier said than done, right? This class will focus on steps you can take to help your team connect with each other and start working together.

Developing a Leadership Mindset

The basics of supervising are just a start. Once you have a clear idea of ways to effectively handle the challenges of supervising, it's time to broaden your perspective. You play a key role to create strategy, so keep yourself sharp and visualize a profitable future for your organization! Learn how to develop these skills and put them to work in this energizing "Jump Start" finale.



Allison McCarthy brings to her instruction a powerful combination of high energy and practical tools, with overwhelmingly rave reviews, both through her business and as a Continuing Education instructor for FVCC. Allison began her career working for several large corporations in a variety of leadership positions. Since 1995, she has been running her own Flathead Valley management and computer training business, having effectively instructed thousands of people on technical computer, interpersonal and management skills.





Write Well in the Workplace

Instructed by Kathy Dunnehoff | 1.5 hours each | \$275/session

Grammar Refresher

It's hard to remember back to middle school, but that's probably when we learned about sentence fragments and run-ons, subject-verb agreement, and the proper use of commas, colons and semicolons. Often when we write, we know what sounds and looks right, without understanding the "why" of grammar. Leave with practical and easy-to-remember rules for checking and correcting sentences, verb agreement and punctuation.

Writing and Editing in the Workplace

Whether it's an email or a lengthy and involved report, we often begin writing tasks feeling overwhelmed. Learn to break it down into a three-part system with special emphasis on editing for grammatically correct and polished final drafts.

Writing Emails that Work

If it's easy to ignore the things we do every day, how easy is it to ignore the things we do a hundred times a day? But if you've been writing emails on auto-pilot, maybe they're being read on auto-pilot too. With a few easy steps, your emails can really start to work for you.

Kathy Dunnehoff is the recipient of a Zola Award from the Pacific Northwest Writer's Association, an Amazon bestseller, a Top 10 Indie Bestseller at IndieReader, and a BookRooster reviewer's pick. Her screenplays have placed in numerous competitions, and an L.A. production company is currently shopping the film rights for one of her novels.



Make Meetings Matter



Meeting Facilitation

Instructed by Chris Parson or Jodi Smith | 3 hours | \$500
Additional time will be invoiced at \$100/hour facilitation time; \$50/hr preparation time

Invite a skilled facilitator to help you prepare and guide your retreat agenda whether it be for strategic planning, to address a difficult discussion topic or to brainstorm innovative change. A facilitator objectively oversees the schedule, neutrally raises important questions and allows participation by all team members. Facilitation includes 3 hours of meeting time to develop an agenda, prepare for the meeting and put into writing a meeting summary.



Making Meetings Work (Zoom only)

Instructed by Ned Cooney | 3 hours | \$450

Do your part to improve board and governing body meetings! By applying Robert's Rules for small groups, you will improve your agendas, delegate for accountability, deal with interruptions and design your meetings for results.



Ned Cooney's goal is to leverage his experience to assist clients to learn and make better decisions together, and ultimately to succeed in reaching their aspirations. Having started his consulting practice in 2005, he brings a variety of experiences and skill sets to this work, having conducted training and consulting with a variety of nonprofits and individuals in management, leadership, strategic planning, fund development and program development.

Customized Training in Action at FVCC

Not seeing exactly what you want?
We can customize a current program or design something that
specifically matches your wishes!



County offices had the idea to offer a "Connect the Dots" program to educate the community and businesses about county services, procedures and forms.



A gun manufacturer required a quick response for employee training on SolidWorks a 3-D modeling software.



A lumber company was expanding and needed to upgrade their current boiler engineers. They identified a state law allowing a training program to be substituted for work experience. This paved the way for the First Class Boiler Engineer Licensing Preparation Course.



A local bank wanted to offer a Career Development series for current and upcoming leaders across all bank branches. FVCC paired their own instructors and faculty workshop sessions with those presented by bank leaders over a nine-month series.



The National Park Service had an interest in training citizens and business representatives in the surrounding communities on factual and positive talking points related to the upcoming reconstruction project on the historic highway through the Park. One-hour sessions were scheduled in 33 different communities.



A local healthcare agency was looking to increase the responsiveness, customer service skills, and professionalism of staff throughout their organization as well as providing a train-the-trainer program to keep the training going.



The corporate office for a chain of convenience stores and gas stations located in four states, including Montana, wanted to develop their managers, supervisors and future leaders.



A bank holding company had a desire for leadership training for about 20 locations across seven states. We coordinated a hybrid experience of nine sessions facilitated in one live classroom remotely connecting to the other locations via GoTo Webinar technology.



A Montana state agency is looking to close the skills gap with entry-level workforce across the state. We adapted a tourism and customer service program to address core workforce and interpersonal success skills in a new program, 406 Workforce.

Contact Jodi Smith with your customized ideas and to discuss pricing options.

406.756.3833 | jsmith@fvcc.edu

Your Local Talent Development Partner

- ◆ Initiate professional development planning in your organization
- ◆ Pair our workshops with your internal training
- ◆ Address specific skills gaps in your team
- ◆ Develop promising employees
- ◆ Facilitate team building

Choose to invest in your employees.



Contract Training

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